

Hawaiian Telcom

June 27, 2014

**VIA Overnight Delivery**

Received &amp; Inspected

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the FCC Secretary  
9300 East Hampton Drive  
Capitol Heights, MD 20743

JUN 30 2014

FCC Mail Room

Dear Ms. Dortch:

Pursuant to the Federal Communications Commission's Public Notice No. 13-1707 released on August 6, 2013 in WC Docket No. 10-90, *Connect America Fund, Unified Inter-carrier Compensation Regime, et al.*, and WC Docket No. 11-42, *Lifeline and Link Up Reform and Modernization*, Hawaiian Telcom, Inc. ("HTI") is providing the Commission with a copy of its completed and certified Form 481.

HTI requests that the Commission keep the following materials included in Form 481 confidential and not release the information to the public if requested: Section 200, data concerning voice service outage reports; Section 300, unfulfilled service requests (voice); Section 320, unfulfilled service requests (broadband); Section 330, detail on attempts to provide broadband service; Section 400, customer complaints (voice); and Section 430, customer complaints (broadband).

**Statement pursuant to 47 C.F.R. § 0.459(b)****(1) Identification of the specific information for which confidential treatment is sought.**

Data regarding the number and nature of voice service outages, unfulfilled service requests for voice and broadband, detail on how HTI attempts to satisfy requests for service, and customer complaints regarding voice and broadband service.

**(2) Identification of the Commission proceedings in which the information was submitted or a description of the circumstances giving rise to the submission.**

HTI is providing the confidential information identified above in response to 47 C.F.R. §§ 54.313 and 54.422.

No. of Copies rec'd  
List ABCDE

0+3



Ms. Marlene Dortch  
June 27, 2014  
Page 2



**(3) Explanation of the degree to which the information is commercial or financial, or contains a trade secret or is privileged.**

The information contained in the attachments includes business operations information which would be useful to any competitor in determining how to compete with HTI in its offering of telecommunications services.

**(4) Explanation of the degree to which the information concerns a service that is subject to competition.**

There is significant competition among telecommunications providers in the State of Hawaii.

**(5) Explanation of how disclosure of the information could result in substantial competitive harm.**

HTI's competitors could use the confidential and proprietary business information in determining the way in which they offer their services, including advertising therefor, thereby giving them an advantage in offering telecommunications services to the public.

**(6) Identification of any measures taken by the submitting party to prevent unauthorized disclosure.**

This information has been maintained on a confidential basis in company files that are not ordinarily accessible by the public except for the following two disclosures. The FCC outage reporting data has been filed, and is routinely made confidential, by the Commission. The information has been provided to the Hawaii State Public Utilities commission pursuant to a protective order under which the information is not released to the public, and the state commission maintains the confidentiality of this data.

**(7) Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties.**

The information would not ordinarily be disclosed to parties outside HTI, except to government agencies pursuant to an HTI request for confidentiality.

**(8) Justification of the period during which the submitting party asserts that material should not be available for public disclosure.**

The material should be withheld from public disclosure as long as the data in question would provide a basis for competitors to gain insight into the business operations associated with HTI's telecommunications services.



Ms. Marlene Dortch  
June 27, 2014  
Page 3



**(9) Any other information that the party seeking confidential treatment believes may be useful in assessing whether its request for confidentiality should be granted.**

Under applicable Commission and court rulings, the subject material must be kept free from public disclosure. Exemption 4 of the Freedom of Information Act shields information which is (1) commercial or financial in nature; (2) obtained from a person outside government; and (3) privileged or confidential. *See Washington Post Co. v. U.S. Department of Health and Human Services*, 690 F.2d 252, 266 (D.C. Cir. 1982). The attached information clearly satisfies the first two elements of that test. With respect to the third element of the above test, information is considered to be "confidential" if disclosure is likely, *inter alia*, to harm substantially the competitive position of the person from which the information was obtained. *National Park and Conservation Ass'n. v. Morton*, 498 F. 2d 765, 770 (D.C. Cir. 1974). As explained above, disclosure of the information would result in competitive harm because it would enable rivals to learn the business operations details associated with HTI's telecommunications offerings. Moreover, the data are "of a kind that the provider would not customarily release to the public." *Critical Mass Energy Project v. NRC*, 975 F.2d 871 (D.C. Cir. 1992).

Please contact me at (808) 546-7730 if you have any questions pertaining to this filing.

Sincerely,

A handwritten signature in cursive script that reads "Candace Donohoe".

Candace Donohoe  
Sr. Manager – Regulatory Affairs

Enclosure



**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**

 FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code	623100	<b>Received &amp; Inspected</b>
<015> Study Area Name	HAWAIIAN TELCOM, INC	
<020> Program Year	2015	
<030> Contact Name: Person USAC should contact with questions about this data	Candace Donohoe	<b>JUN 30 2014</b>
<035> Contact Telephone Number: Number of the person identified in data line <030>	8085467730 ext.	<b>FCC Mail Room</b>
<039> Contact Email Address: Email of the person identified in data line <030>	candace.donohoe@hawaiiantel.com	

**ANNUAL REPORTING FOR ALL CARRIERS**

54.313 Completion Required	54.422 Completion Required
----------------------------------	----------------------------------

(check box when complete)

<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet</b>			
<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



**(100) Service Quality Improvement Reporting  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no ) <input type="radio"/> <input checked="" type="radio"/>
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	
<111>	year plan" filed with the FCC?	(yes / no ) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.




FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

[illegible]



<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

[illegible]



### Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

-- See attached worksheet --



(800) Operating Companies  
Data Collection Form  
FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-B819  
July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com
<810>	Reporting Carrier	Hawaiian Telcom, Inc.
<811>	Holding Company	Hawaiian Telcom Communications, Inc.
<812>	Operating Company	Hawaiian Telcom, Inc.

[illegible]



(900) Tribal Lands Reporting  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3050-0819

July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

&lt;910&gt; Tribal Land(s) on which ETC Serves


Hawaiian Home Lands

&lt;920&gt; Tribal Government Engagement Obligation

623100h1920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- | Select<br>(Yes, No,<br>NA)   |
|--|
| Yes  |
|  |
| Yes  |
| Yes  |
| Yes  |
| Yes  |
| Yes  |
| Yes  |
| Yes  |
| Yes  |
- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.  
 <922> Feasibility and sustainability planning;  
 <923> Marketing services in a culturally sensitive manner;  
 <924> Compliance with Rights of way processes  
 <925> Compliance with Land Use permitting requirements  
 <926> Compliance with Facilities Siting rules  
 <927> Compliance with Environmental Review processes  
 <928> Compliance with Cultural Preservation review processes  
 <929> Compliance with Tribal Business and Licensing requirements.



**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3080-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐



**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.hawaiiantel.com/Homephone/CallingPlans/tabid/1380/Default.aspx>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- |  |                                     |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan,  | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan.  | <input checked="" type="checkbox"/> |



## (2000) Price Cap Carrier Additional Documentation

## Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986, OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

## Incremental Connect America Phase I reporting

&lt;2010&gt; 2nd Year Certification (47 CFR § 54.313(b)(1))

&lt;2011&gt; 3rd Year Certification (47 CFR § 54.313(b)(2))

☐  
☐

## Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))

&lt;2012&gt; 2013 Frozen Support Certification

&lt;2013&gt; 2014 Frozen Support Certification

&lt;2014&gt; 2015 Frozen Support Certification

&lt;2015&gt; 2016 and future Frozen Support Certification

☐  
☒  
☐  
☐

## Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))

&lt;2016&gt; Certification Support Used to Build Broadband

☒

## Connect America Phase II Reporting (47 CFR § 54.313(e))

&lt;2017&gt; 3rd year Broadband Service Certification

&lt;2018&gt; 5th year Broadband Service Certification

&lt;2019&gt; Interim Progress Certification

☐  
☐  
☐

<2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

☐

&lt;2021&gt; Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information



**(3000) Rate Of Return Carrier Additional Documentation**  
**Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3040-0916

July 2013

<010> Study Area Code 623100  
 <015> Study Area Name HAWAIIAN TELCOM, INC  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Candace Donohoe  
 <035> Contact Telephone Number - Number of person identified in data line <030> 8085467730 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> candace.donohoe@hawaiiantel.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

- (3010) Progress Report on 5 Year Plan  
 Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

- (3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

- (3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

- (3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))  
 (3014) If yes, does your company file the RUS annual report

(Yes/No) ☒ ☒  
 (Yes/No) ☒ ☒

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

- (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) ☐  
 (3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

- (3018) If the response is no on line 3014, Is your company audited?

(Yes/No) ☒ ☒

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ☐

- (3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. ☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, ☐

- (3023) Underlying information subjected to a review by an independent certified public accountant ☐

- (3024) Underlying information subjected to an officer certification. ☐

- (3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information



Certification - Reporting Carrier Data Collection Form	FCC Form 483 OMB Control No. 3050-0086/OMB Control No. 3050-0093 July 2013
---	--

<010> Study Area Code	623100
<015> Study Area Name	HAWAIIAN TELCOM, INC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035> Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	HAWAIIAN TELCOM, INC
Signature of Authorized Officer:	CERTIFIED ONLINE  Date <b>6/27/14</b>
Printed name of Authorized Officer:	<b>Scott Barber</b>
Title or position of Authorized Officer:	<b>Chief Operating Officer</b>
Telephone number of Authorized Officer:	<b>(808) 546-7889</b>
Study Area Code of Reporting Carrier:	623100 Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	



Certification - Agent / Carrier Data Collection Form	FCC Form 981 OMB Control No. 3060-0286/OMB Control No. 3050-0289 July 2013
---	--

<010> Study Area Code	623100
<015> Study Area Name	HAWAIIAN TELCOM, INC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035> Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	



## Attachments



(200) Service Outage Reporting (Voice)  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code 623100  
<015> Study Area Name HAWAIIAN TELCOM, INC  
<020> Program Year 2015  
<030> Contact Name - Person USAC should contact regarding this data Candace Donohoe  
<035> Contact Telephone Number - Number of person identified in data line <030> 8085467730 ext.  
<039> Contact Email Address - Email Address of person identified in data line <030> candace.donohoe@hawaiiantel.com

<220>

<a>	<b1>	<b2>	<b3>	<b4>	<c1>	<c2>	<d>	<e>	<f>	<g>	<h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures



FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2015

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: [Candace.donohoe@hawaiiantel.com](mailto:Candace.donohoe@hawaiiantel.com)

**(330) Description of Attempts to Provide Broadband Service to Potential Customers**

[REDACTED]



FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2015

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: [Candace.donohoe@hawaiiantel.com](mailto:Candace.donohoe@hawaiiantel.com)

**(510) Description of Compliance with Service Quality Standards and Consumer Protection Rules**

Hawaiian Telcom, Inc. ("HTI" or "Company") certifies that it is in material compliance with applicable service quality standards and consumer protection rules for data year 2013.

HTI files its service quality and compliance reports ("Status Reports") on a monthly basis with the Hawaii Public Utilities Commission (PUC) in accordance with Order No. 13950, issued June 9, 1995 in Docket No. 7579. These Status Reports provide HTI's performance with regard to the following PUC-required service quality measures:

1. Total Customer Trouble Reports per 100 Lines
2. Percent Dial Tone Speed Within 3 Seconds
3. Percent Completions: Dial Service Results
4. Percent Out of Service Troubles Cleared in 24 Hours
5. Percent of Operator Toll Calls Answered Within 10 Seconds
6. Percent of Operator DA Calls Answered Within 10 Seconds
7. Percent Repair Calls Answered Within 20 Seconds
8. Percent Repair Commitments Met
9. Percent IXC Common Trunk Group Performance
10. Percent Continuity Test Failure Rate
11. Percent Installations Completed Within 3 Days
12. Percent Business Combined Install/Billing Office Calls Answered Within 20 Seconds
13. Percent Residential Combined Install/Billing Office Calls Answered Within 20 Seconds

HTI is also compliant with consumer protection rules. For example:

1. The Company safeguards all Customer Network Proprietary Information, and provides annual certifications to the FCC indicating its compliance.
2. HTI complies with the requirements of the FCC's Truth-in-Billing rules, as well as the requirement to inform all customers that bill blocking is available to prevent unauthorized third-party billing.
3. HTI offers free complete and selective (per call) Caller ID blocking.
4. HTI has a Customer Relations team, which serves as an advocate for customers, assisting them to resolve any difficulties with their HTI service.



FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2015

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: [Candace.donohoe@hawaiiantel.com](mailto:Candace.donohoe@hawaiiantel.com)

### **(610) Description of Functionality in Emergency Situations**

Hawaiian Telcom, Inc. ("HTI") certifies that it has the ability and capability to remain reasonably functional in emergency situations. HTI has an established history of successful disaster recovery in emergency situations, including earthquakes, hurricanes and island-wide power outages. HTI maintains its readiness to respond to emergencies and to remain functional through the following coordinated efforts:

- Performing regular updates to ensure that HTI's emergency preparedness and governance policies are kept current. Plans include established locations and personnel for a centralized Emergency Operations Center and regional District Control Centers.
- Holding company-wide drills which simulate a disaster, its impacts to HTI's operations, and HTI's response to these impacts.
- Maintaining an emergency material supply process with national suppliers.
- Subscribing to all appropriate emergency and security alerts and warnings.
- Maintaining memberships in national associations, forums and organizations, such as the FCC Network Reliability and Interoperability Council, and the USTA Security Council, where standards and best practices for emergency preparedness are established.
- Working to prevent emergency situations through a program of information and cyber systems protection, and by protecting its physical infrastructure.
- Use of HTI's Network Operations Center (eNOC) to perform 24 hours per day/7 days per week monitoring of the Company's statewide network.
- Installation and maintenance of batteries and generators for emergency power supplies in Central Offices and other critical network infrastructure components.
- Designing and maintaining redundancy in network configurations, to avoid single points of failure and to allow for alternate routing of traffic.
- Ensuring availability of satellite phones, if needed, for communications between disaster recovery teams.
- The use of direct "hot lines" to local emergency response agencies, such as State, City and County Civil Defense Agencies.
- Use of the FCC's Telecommunications Service Priority guidelines for service restoration.



### Data Collection Form

FCC Form 481

July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

<701> Residential Local Service Charge Effective Date  
<702> Single State-wide Residential Local Service Charge

1/1/2014

<703>

[illegible]



(710) Broadband Price Offerings  
Data Collection Form

FCC Form 481

OMB Control No. 3050-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

[illegible]



(800) Operating Companies  
Data Collection Form

FCC Form 481

OMB Control No 3060-0986/OMB Control No 3060-0819

July 2013

<010>	Study Area Code	623100
<015>	Study Area Name	HAWAIIAN TELCOM, INC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Candace Donohoe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8085467730 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	candace.donohoe@hawaiiantel.com

<810>	Reporting Carrier	Hawaiian Telcom, Inc.
<811>	Holding Company	Hawaiian Telcom Communications, Inc.
<812>	Operating Company	Hawaiian Telcom, Inc.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Hawaiian Telcom Services Company, Inc.		None
	Wavecom Solutions Corporation		None
	Systemmetrics Corporation		None



FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2015

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: [Candace.donohoe@hawaiiantel.com](mailto:Candace.donohoe@hawaiiantel.com)

**(920) Tribal Government Engagement Obligation**

Hawaiian Telcom, Inc. ("HTI") serves Hawaiian Home Lands throughout the state of Hawaii. In 1921, the US Congress passed the Hawaiian Homes Commission Act, which set aside approximately 200,000 acres of land to establish a permanent homeland for Native Hawaiians. The Department of Hawaiian Homelands (DHHL), which administers the land trust, is an agency of the State of Hawaii. The members of the Hawaiian Homes Commission, a nine-member executive board which directs the activities of DHHL, are appointed by Hawaii's Governor with the advice and consent of the State Senate.

The Office of Hawaiian Affairs (OHA) was established during the 1978 Hawaii Constitutional Convention as a public trust, mandated to better the conditions of both Native Hawaiians and the Native Hawaiian Community in general. It also receives funding from the State of Hawaii. The nine members of its Board of Trustees are elected in public elections open to all State of Hawaii voters.

Steven Golden, Vice-President, External Affairs, and Jason Thune, Director – Network Planning from HTI met with officials from DHHL on December 27, 2013. In attendance at the meeting from the DHHL were Linda Chinn, Administrator, Land Management Division; Dreanalee Kalili, Policy and Program Analyst, Office of the Chairman; and Kamana'o Mills, Special Assistant to the Chair. HTI also met with Jerry Norris, Compliance Specialist, and Kai Markell, Compliance Officer at OHA on November 20, 2013. Steven Golden, Vice President, External Affairs, and Daniel Masutomi, Director, Emerging Technologies and Integration, attended this meeting on behalf of HTI. The purpose of both meetings was to discuss Connect America Funding (CAF) and how this program may impact tribal lands, to update the DHHL and OHA on current HTI initiatives with regard to broadband expansion, and to obtain feedback from DHHL and OHA on CAF implementation and other telecommunications issues. The discussions included (i) Needs assessment and deployment planning with a focus on Tribal community anchor institutions; (ii) Feasibility and sustainability planning; (iii) Marketing services in a culturally sensitive manner; (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and (v) Compliance with Tribal business and licensing requirements.

Although specific parcels are designated as Hawaiian Home Lands, they remain under the jurisdictions of the state of Hawaii and/or the various counties in which they are located, with respect to rights of way processes, land use permitting, facilities siting, environmental and



cultural preservation review processes, and business and licensing requirements. HTI therefore continues to follow all State and/or County regulations when providing services to the Hawaiian Home Lands.



FCC Form 481

Study Area Code: 623100

Study Area Name: Hawaiian Telcom, Inc.

Program Year: 2015

Contact Name: Candace Donohoe

Contact Telephone Number: 808-546-7730

Contact Email Address: [Candace.donohoe@hawaiiantel.com](mailto:Candace.donohoe@hawaiiantel.com)

**(1010) Descriptive Document for Voice Services Rate Comparability**

Hawaiian Telcom, Inc.'s pricing for fixed voice services (sum of local and state fees) is not more than two standard deviations above the 2014 urban rate floor of \$20.46, as demonstrated by the following rates:

Exchange	Residential Local Service Charge (Flat Rate)	Two Standard Deviations Above Urban Rate Floor
Oahu Island	\$16.02	\$46.96
Maui Island	\$13.90	\$46.96
Hawaii Island	\$14.57	\$46.96
Kauai Island	\$13.90	\$46.96
Lanai Island	\$11.01	\$46.96
Molokai Island	\$12.07	\$46.96